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Associate Director-
Federal Regulatory

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September 13, 2000

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Mr. Dale Hatfield
Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-A-340
Washington, DC 20554

Re: **Final Service Disruption Report**

Dear Mr. Hatfield:

Pursuant to the requirements established in the Report and Order in CC Docket No. 91-273 (Amendment of Part 63 of the Commission's Rules to Provide for Notification by Common Carriers of Service Disruptions), **PACIFIC BELL** submits the attached **Final Service Disruption Report** associated with a service disruption in **Central Valley, California** on **August 14, 2000**.

An Initial Service Disruption Report was faxed to the FCC's Monitoring Watch Officer on that date.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely,

Enclosures

CC: Bob Kimball
Kent Nilsson



A member of the SBC global network

Retention Period: 6 Years

FCC SERVICE DISRUPTION REPORT

Type of Report: ☐ Initial Report ☐ Update ☒ Final

Occurred: Date: 08/14/2000 Time: 15:50 PDT

Ended: Date: 08/17/2000 Time: 15:58 PDT

Duration (in minutes): 4,328 minutes

- ☐ 50,000 or More Customers
- ☐ 30,000 - 49,999 Customers
- ☒ Fire incident \geq 1,000 lines
- Special Offices/Facilities
 - ☐ 911
 - ☐ Major/Medium Airport
 - ☐ NCS Request

Geographic Area Affected: Central Valley, California

Estimated Customers Affected: 1,802

Type(s) of Services Affected: ☒ Local (Intraoffice) ☐ IntraLATA ☐ InterLATA ☐ 800
☐ LIDB ☐ Operator Services ☐ Interexchange ☐ Switched Access (interoffice)
☐ Cellular ☐ International ☐ E911/911 ☐ FAA ☐ All

Estimated Blocked Calls: Unknown. Approximately 150 Customer Reports were received.

Apparent or Known Cause of the Outage: At 15:50 PDT, on Monday, August 14, 2000 a wildfire burned two aerial exchange cables at three locations that had 1,802 working pairs South of Union School Road between Old Oregon Trail and Interstate 5 near the town of Central Valley, California. The exchange cables serve three pair gain facilities supporting eleven SLC 96 (Subscriber Loop Carrier) and seven SLC Series 5 systems. Restoration crews were prevented from entering the area until Tuesday, August 15.

There were no Public Safety Answering Points (PSAP's) affected by the event. There was local media coverage.

Root Cause is External Environment - Fire.

Name and Type of Equipment Involved: Copper Exchange Cables

Specific Part of Network Involved: Local

Methods used to Restore Service: Construction personnel replaced ten telephone poles. Approximately 1,500 feet of 600 pair copper cable and 1,500 feet of 900 pair copper cable were strung on the poles and a section roll was performed. When commercial power was restored to the area the remote terminals were brought back on line and service was restored.

Steps Taken to Prevent Recurrence: None

Applicable Best Practices: Pacific Bell reviewed the Keeping the Network Alive and Well: Solving the Problem of Cable Dig-Ups, dated February 1996 and evaluated all recommendations and best practices. Based on the Root Cause analysis there is no specific focus area that covers wild fires.

Best Practices Used: Pacific Bell observes those practices that are consistent with providing outstanding customer service.

Analysis of Effectiveness of Best Practices: Not Applicable.

Prepared by: Jim Lankford
Date submitted: 09/13/2000

Telephone: 210-886-4589
Time: 13:30 CDT

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☐ Cellular ☐ International ☐ E911/911 ☐ FAA ☐ All

Estimated Blocked Calls: Under Investigation

Apparent or Known Cause of the Outage: At 15:50 PDT, on Monday, August 14, 2000 a wildfire burned two exchange cables that had 1,802 working pairs South of Union School Road between Old Oregon Trail and Interstate 5 near the town of Central Valley, California. The exchange cables serve three pair gain facilities supporting eleven SLC 96 (Subscriber Loop Carrier) and seven SLC Series 5 systems. Restoration crews were prevented from entering the area until Tuesday, August 15. Restoration efforts are still underway.

Name and Type of Equipment Involved: Copper Exchange Cables

Specific Part of Network Involved: Local

Methods used to Restore Service: Under Investigation

Steps Taken to Prevent Recurrence: Under Investigation

Prepared by: Jim Lankford
Date submitted: 08/17/2000

Telephone: 210-886-4589
Time: 10:30 CDT